



CITY OF ATLANTA

SUITE 1900

55 TRINITY AVENUE, SW

ATLANTA, GA 30303

(404) 330-6204 Fax: (404) 658-7705

Internet Home Page: www.atlantaga.gov

Kasim Reed
Mayor

DEPARTMENT OF PROCUREMENT
Adam L. Smith, Esq., CPPO, CPPB, CPPM, CPP,
CIPC, CISCC, CIGPM
Chief Procurement Officer
asmith@atlantaga.gov

August 31, 2015

INTERESTED PROPONENT:

Re: FC-8278, Central Passenger Terminal Survey Services

Attached is one (1) copy of **Addendum No. 2**, which is hereby made a part of the above-referenced project.

For additional information, please contact the following personnel for the respective solicitation: for FC-8278, Mr. Sherif Yassin, Contracting Officer, at (404) 330-6698, or via email at syassin@atlantaga.gov.

Sincerely,


Adam L. Smith

ALS: ssy

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Addendum No. 2

Re: FC-8278, Central Passenger Terminal Survey Services

August 31, 2015

Page 2

This Addendum forms a part of the Request for Proposal and modifies the original solicitation package as follows:

- **Answers Questions received from interested Proponents.**

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Proposals are due **Thursday, September 10, 2015**, and should be time stamped no later than **2:00 p.m. EST** on this day, and delivered to the address below:

Adam L. Smith, Esq., CPPO, CPPB, CPPM, CPP, CIPC, CISCC, CIGPM
Chief Procurement Officer
Department of Procurement
55 Trinity Avenue, S.W.
City Hall South, Suite 1900
Atlanta, Georgia 30303

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*****All other information remains unchanged*****



Addendum No.2

Re: FC- 8278, Central Passenger Terminal Survey Services

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Acknowledgement of Addendum No. 2

Proponents must sign below and return this form with its proposal to the Department of Procurement, 55 Trinity Avenue, City Hall South, Suite 1900, Atlanta, Georgia 30303 as acknowledgement of receipt of this addendum on this _____ day of _____, 2015.

Legal Company Name of Respondent

Signature of Authorized Representative

Title

Date



MODIFICATIONS ARE INDICATED IN BOLD ITALIC FACE TYPE
PROJECT NUMBER FC-8278, CENTRAL PASSENGER TERMINAL SURVEY SERVICES

ADDENDUM No. 2

The following questions and/or clarifications were requested by various Contractors:

1.	Question:	For RFP FC-8278, I see that the Scope of Services indicates that hardware be used to collect Passenger feedback. Would it be worth our while to reply to the RFP, based on our system that doesn't require hardware, or are the parameters for the Survey Services set and the decision to use the hardware solid?
	Response:	<i>Interested proponents must submit a complete response to the RFP, as advertised and as amended. Proponents will not be disqualified for proposing additional services represented as effective methodologies to assist the Airport reach its overall goals.</i>
2.	Question	List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required. 1) List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required. 2) Soft Copy of the Tender Document through email. 3) Names of countries that will be eligible to participate in this tender. 4) Information about the Tendering Procedure and Guidelines 5) Estimated Budget for this Purchase 6) Any Extension of Bidding Deadline? 7) Any Addendum or Pre-Bid meeting Minutes
	Response:	<i>1) This information is provided in the RFP document and any issued addenda, all of which are available online on the City of Atlanta's Department of Procurement website at http://procurement.atlantaga.gov/solicitations/. 2) The RFP document is available on the City of Atlanta's Department of Procurement website at http://procurement.atlantaga.gov/solicitations/. 3) Any responsive Proponent that meets the minimum qualifications of this RFP is eligible to participate in this procurement, in accordance with the City of Atlanta's Code of Ordinances and any other applicable law. 4) The information requested may be located in Parts 1 and 2 of the RFP, its attachments, any addenda and in the City of Atlanta's Code of Ordinances. 5) The budget information for this project is confidential and will not be shared at this time.</i>

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ADDENDUM No. 2

		<p><i>6) Please see Addendum No.1 issued on 08-19-15, extending the proposal due date to Thursday, September 10, 2015 by 2:00 pm local time .</i></p> <p><i>7) All issued Addenda will be posted on the City's website; no pre-bid minutes will be published.</i></p>
3.	Question:	<p>Might you consider allowing for any other means (e.g. intercepts) of collecting customer opinions and perceptions? The RFP indicates that you are seeking surveys from departing, arriving and connecting passengers. How will we collect data from connecting passengers if the means of collecting data is only via unmanned devices in the Central Terminal?</p> <p>a. Similarly, you indicate a desire to collect opinions on the concessions program. If the surveying is done in the Central Terminal, potentially before they have seen and partaken in the Concourse concessions program, recorded opinions and perceptions may be incomplete. Might you consider an approach of collecting customer satisfaction data in the concourses as well?</p>
	Response:	<p><i>The Contractor will collect the data from its devices connected to Airport directories which are located throughout the entire Airport.</i></p> <p><i>The term "central terminal" includes all pre- and post-security public areas of the Airport Concourses (domestic and international) and the atrium.</i></p>
4.	Question:	<p>The use of unmanned devices to collect data may be challenging. Might you consider an approach that combines the use of unmanned devices with other methodologies to collect opinions?</p>
	Response:	<p><i>Yes. Options, including an unmanned device, are welcome. Also, please refer to the Response provided in Question 1 above.</i></p>
5.	Question:	<p>Can we establish a process of collecting data through the use of a passenger's personal device?</p>
	Response:	<p><i>Yes, in addition to the requirements outlined in the RFP. Also, please refer to the Response provided in Question 1 above.</i></p>
6.	Question:	<p>Can our price include the cost of an incentive to get passengers to participate in the survey?</p>

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	Response:	<i>Yes.</i>
7.	Question:	Can M/WBE participation be met through the provision of equipment?
	Response:	<i>The Mayor's Office of Contract Compliance will only count participation for work done by City of Atlanta-certified SBE firms. The SBE firm must perform a commercially useful function. Material and supplies are generally counted for only 60% of the participation credit.</i>
8.	Question:	On Page 9, it states "Service Provider will be required to develop a survey which gathers data from a minimum of 1% of the traveling public. Proponents shall include in its proposal detailed methodology regarding how such requirement will be met." Is this based on 1% per day, per month, per year? What are the criteria?
	Response:	<i>The Contractor will be required to provide a minimum of 1% penetration of the Airport population on an annual basis.</i>
9.	Question:	On page 61, "Survey software shall have workflow branching capabilities." Are you expecting workflow based on the written code or workflow based on the type of question being asked and/or how a passenger can be categorized?
	Response:	<i>The workflow branching should be related to the answers provided. Proponent must provide its own methodology to achieve the goal of this RFP.</i>
10.	Question:	On page 62, it talks about real time notifications and dashboards and a web-based drag and drop. Are you looking for a customized solution or an out of the box tool?
	Response:	<i>Proponent has the flexibility for both methodologies which may be customized or "out of the box."</i>
11.	Question:	On page 62, it also says, "Software will have the ability to design, compile, and conduct and analyze survey of passenger opinions." How often are you looking for analyses of raw data in graphs, management summaries and other reports including strategies?
	Response:	<i>The software should have the capability to provide passenger feedback data real time.</i>

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12.	Question:	In order to have an appropriate amount of time to find partners for the submittal of a proposal and to meet your SBE goals, would you consider an extension to the deadline? Putting further pressure on the process is the fact that you are accepting questions as late as just nine days prior to the due date.
	Response:	<i>Please see Addendum No. 1 issued on 08-19-15, extending the proposal due date to Thursday, September 10, 2015 by 2:00 pm local time.</i>
13.	Question:	The procurement page where this RFP is located indicates that there will be a cost of the solicitation documents but only lists an example of a fee (\$150). Please inquire about any applicable fee.
	Response:	<i>The RFP document is available to download for free from the City of Atlanta's Department of Procurement website at: http://procurement.atlantaga.gov/solicitations/. The Cost for hard copy from DOP is \$35 dollars.</i>
14.	Question:	In section 3.2.4 you ask for each resume provided that letters of recommendation from clients be included. The details of this requirement appear unusually onerous and perhaps even irrelevant. For example, it asks for a notation about the quality of the facility. Can these requirements be relaxed? Perhaps a letter of recommendation should only be required of the project manager?
	Response:	<i>This requirement in the RFP will not be changed.</i>
15.	Question:	Which goal is most preferred? 1% total sample size or 95% confidence rating?
	Response:	<i>The Contractor will be required to provide a minimum of 1% penetration of the Airport population on an annual basis.</i>
16.	Question:	If you are going to extend the due date, would you please issue an Addenda by 8/19 indicating such.
	Response:	<i>Please see Addendum No. 1 issued on 08-19-15, extending the proposal due date to Thursday, September 10, 2015 by 2:00 pm local time.</i>
17.	Question:	Based upon the statements below from section 3.2.5 of the RFP, hardware and installation are requested in addition to survey software and design. Please answer the following:

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		<p>1) Will the City accept a response for survey software and design only and therefore accept a separate response for the hardware and installation?</p> <p>2) If not, would the City accept a joint response from a software and hardware vendor to fulfill the requirements below?</p> <p><i>Proponent should include at least 2 (two) 3-D renderings of proposed equipment design, as shown in the examples found at Exhibit A.3. □ Proponent must include an Installation Plan with its proposal describing how Proponent will coordinate the installation of the equipment and devices throughout the Airport at the required locations as shown on the attached Exhibit A.2. □ Proponent must include a Maintenance Plan with its proposal describing how Proponent intends to maintain all aspects of the contract scope, including but not limited to the devices, the other equipment and the software.</i></p>
		<p><i>1) No.</i></p> <p><i>2) Proponent response must be for all scope of work elements combined of this RFP.</i></p>